



A Patient's Guide to the Portal

Version 2.0

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Health365

Health365 is an internet service provided in partnership with your GP, which gives you secure access to your own medical records and a range of time saving services.

What can I do with Health365?

Anytime and from anywhere with internet access, you can:

- Make appointments with your GP or nurse
- Order repeat prescriptions
- Access the records held by your GP, including medical history, regular medications, and immunisations
- Access the consultation notes your doctor makes about your visits
- Monitor your test results
- Get list of scheduled events (due dates for check-ups and follow up care)

There is NO cost to you for this service, it is sponsored by your practice.

Please note:

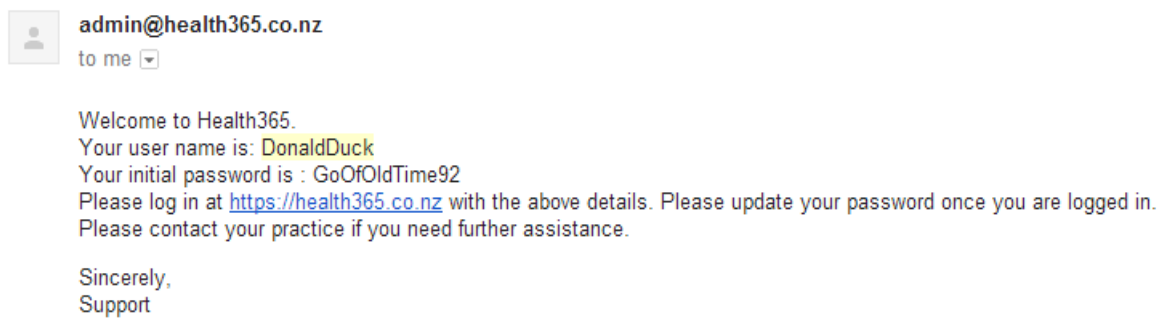
The portal is NOT to be used for urgent health matters. For emergencies or life-threatening problems, please call 111 or go to the nearest hospital emergency room.

Other urgent requests please telephone or visit your practice.

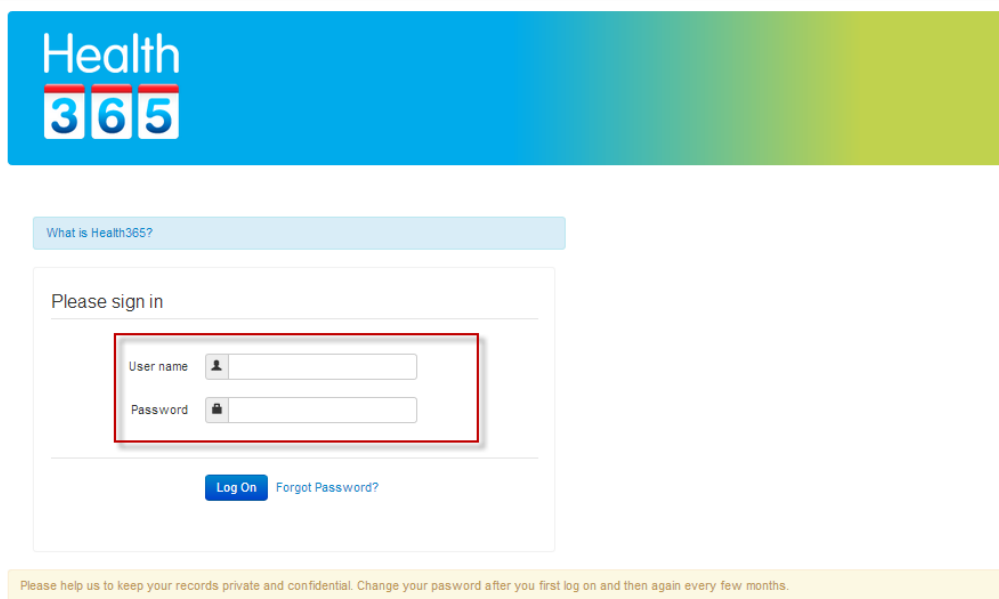
Sign In

How to begin:

- 1) Talk to your doctor's receptionist. She will register you on our portal. An email will be sent to your email address.
- 2) Open your email invitation to view your user name and temporary password. Your welcome note will look like this:



- 3) Go to the Health365 website (www.health365.co.nz) and type in your user name and password.



4) You will be prompted to change your password

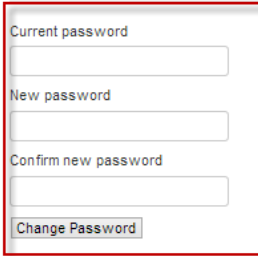
Change Password

Use the form below to change your password.

Password Requirements:

- To be a minimum of 7 characters in length.

Account Information



The screenshot shows a 'Change Password' form. It has three input fields: 'Current password', 'New password', and 'Confirm new password'. Below the fields is a 'Change Password' button. A red box highlights the three input fields. A red arrow points from the text 'To be a minimum of 7 characters in length.' to the 'New password' field.

Type in your current password and then preferred password (minimum length is 7 characters) and a message will confirm that your password has been changed.

Click on “Return to the home page”

Change Password

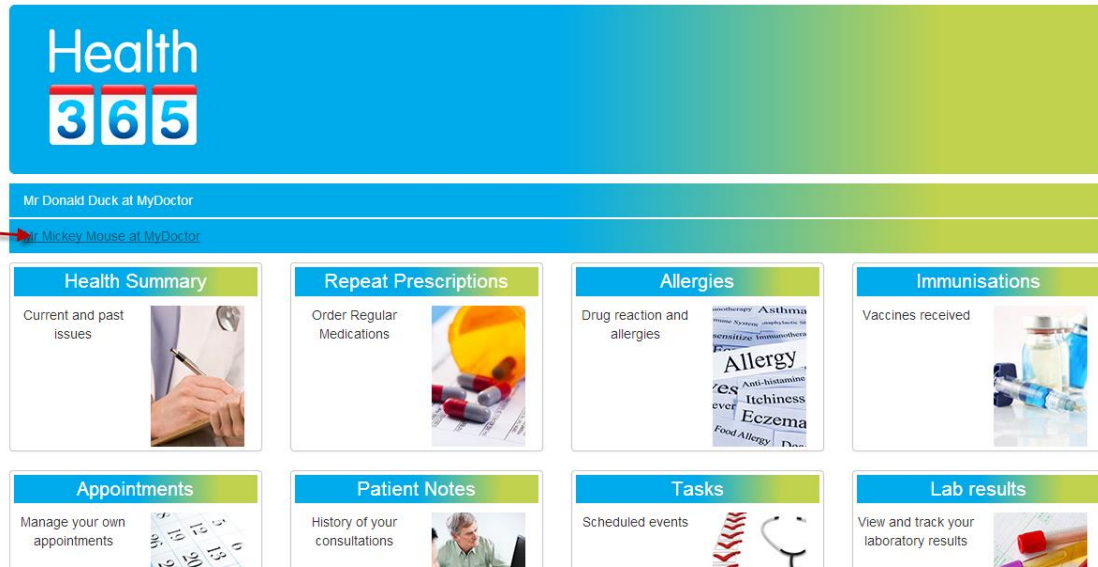
Your password has been changed successfully.

[Return to the home page](#)

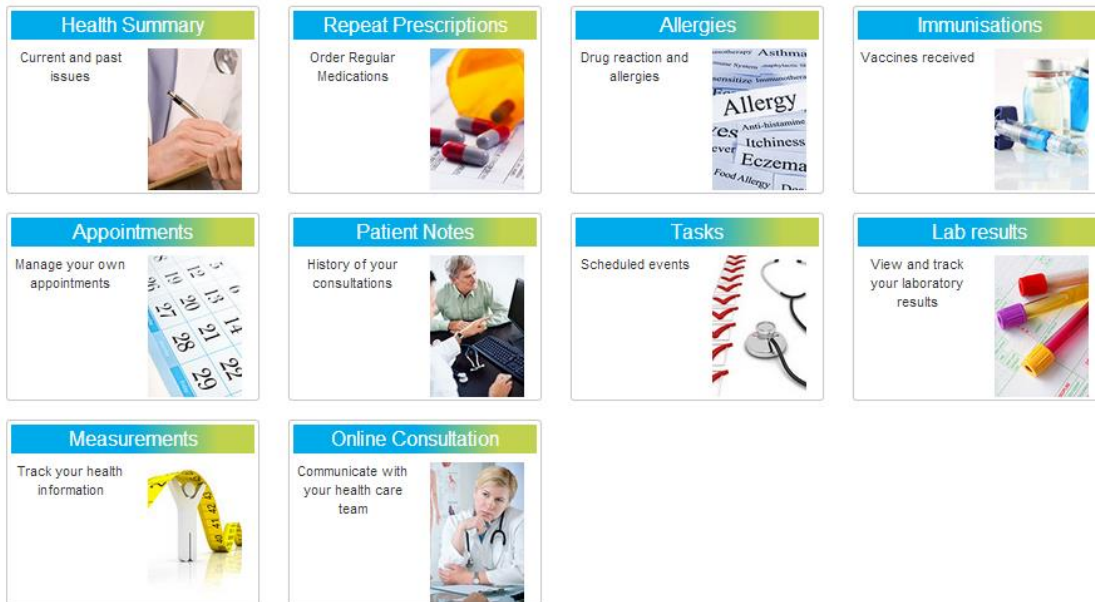
Home Page

Select patient and options

If you have access to more than one record (e.g. your dependents), click on the Patients name



Below each patients name you will find the available options



Simply click on the appropriate option to begin.

Appointments

Look at the displayed appointment book to see what times your practitioner has available.

Appointment

You can see your appointments and the appointment times that are still available below. To make an appointment, Click + on any available slot. Please use two consecutive slots for immigration and insurance medicals. In case of an emergency or if you are bleeding or have chest pain please call 111.



	Wednesday17/07	Thursday18/07	Friday19/07	Saturday20/07	Sunday21/07	Monday22/07	Tuesday23/07
9:00			Available +			Available +	Available +
			Available +			Available +	Available +
		Available +	Available +			Available +	Available +
		Available +	Available +			Available +	Available +
10:00		Available +	Available +			Available +	Available +
		Available +	Available +			Available +	Available +
		Available +	Available +			Available +	Available +
			Available +			Available +	Available +

You can move to the following week if required by clicking on the “Newer” button.

You can also change the practitioner if required.


To make an appointment


Click + on your preferred available slot.


Wednesday17/07	Thursday18/07	Friday19/07
		Available +
	Available + 	Available +

Confirm your request by clicking on “Save changes”


Create Appointment

Practitioner:  Dr Ashwin Patel

Start:  21/07/2013 8:00:00 a.m.

End:  21/07/2013 8:15:00 a.m.

A message on the screen should confirm that your appointment has been booked.

You have booked an appointment for Thursday July 18 from 09:15 to 09:30. 

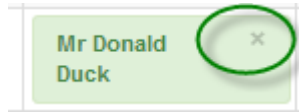
Patient Name: Practitioner Name:

Your name will also appear in the appointment book.

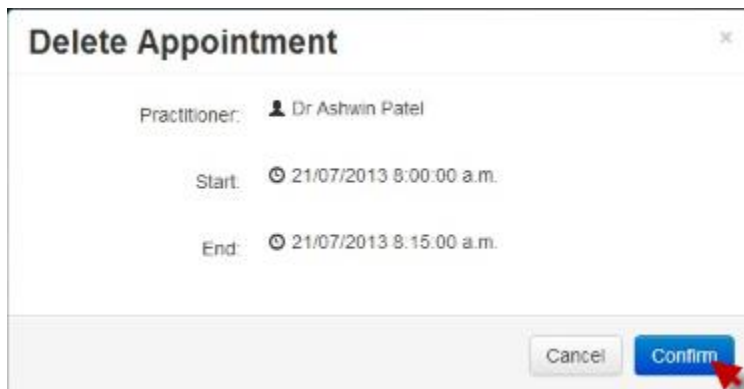
	Wednesday17/07	Thursday18/07	Friday19/07
9:00			Available +
		Mr Donald Duck x	Available +

To cancel an appointment:

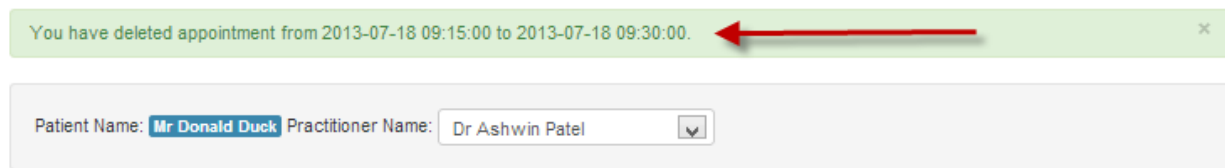
Find the appointment to cancel, click on the cross (x)



Confirm by clicking on "Save Changes"



You should see a message confirming that your appointment has been cancelled.






Health Summary

On this page you will see a list summarizing your important or ongoing health conditions, family history and other risk factors.


Patient Summary

This list contains a summary of the important health conditions and risk factors on record. Click on the information icon to try and access some useful information from a trusted source.


CURRENT PROBLEMS

-  Asthma
-  Hypertension
-  Chronic conjunctivitis


PAST HISTORY

-  Gallstones


SURGICAL HISTORY

-  Cholecystectomy

FAMILY HISTORY

-  Diabetes (Mother Onset 56y)

To access information on your health conditions try clicking on the information

icon  alongside the condition.

This information is about the condition in general and any specific concerns should be discussed with your practitioner.

Clinical Notes

These are the notes your doctor or nurse made during consultations with yourself.

These notes will be particularly useful for other health practitioners you may need to see in emergencies and after hours. This information will often contain medical and technical terms.

These notes may also be helpful as reminders of what was discussed during your consultations.

19/06/2013 09:12 p.m.	Action	Message sent via email. To: donald@mypractice.co.nz Subject:Repeat Prescription Confirmation Content: Your request for repeat prescriptions have been processed by the practitioner.	Ashwin Patel
18/06/2013 09:59 p.m.	Diagnosis	Chest infection	Ashwin Patel
	History	sore throat 3 days , cough with purulent sputum , chest pain , fever	
	Exam	erythema pharynx, cervical lymphadenopathy, chest clear	
	Action	advise fluids/fever	
	Action	review if persistent 3-4 days	
	Scripts	Rx:amoxicillin 500 mg capsule three times a day until finished 21 Capsules	
18/06/2013 09:59 p.m.	Diagnosis	Lobar pneumonia	Ashwin Patel
	History	Persistent cough with purulent sputum , no fever	
	Exam	erythema pharynx, cervical lymphadenopathy, crepitations left lower chest	
	Action	admitted to Hospital	
30/05/2013 09:36 a.m.	Online Question	test question	Donald Duck
09/05/2013 11:10 a.m.	Online Reply	Still thinking about it	Ashwin Patel
19/04/2013 08:37 p.m.	Online Reply	you should spend less time with mickey	Ashwin Patel
19/04/2013 08:37 p.m.	Online Reply	oops	Ashwin Patel
04/04/2013 02:38 p.m.	Online Question	i need an answer to my question	Donald Duck
28/03/2013 04:21 p.m.	Online Question	with my best friend Mickey Mouse	Donald Duck

Repeat Prescriptions

You will be able to view a list of your regular medications.

You may also request repeats for these medications from your practice.

Click on “Request Repeat” button on the right side of each required medication

Enter any additional comments in the additional requests box.

Click on “Confirm Requests” when your selection is complete.

Indication	Medication Name	Instructions	Quantity	Last Prescribed	
Hypertension	Inhibace Tab 5 mg	OD	90 Tablets		Request Repeat
Asthma	Ventolin Aerosol inhaler, 100 mcg per dose CFC free	1-2 puffs q4hly	1 Inhalers		Request Repeat

Additional Requests

[Confirm Requests](#)

The request will be processed by the practice usually within 1-2 days.

If you are due for a review consultation, you will be asked to attend the surgery instead.

Normal repeat prescription fees will apply and be payable at your practice.

You may cancel a repeat request before it has been processed, click on “Cancel Request”.

Indication	Medication Name	Instructions	Quantity	Last Prescribed	
Hypertension	Inhibace Tab 5 mg	OD	90 Tablets		Cancel Request
Asthma	Ventolin Aerosol inhaler, 100 mcg per dose CFC free	1-2 puffs q4hly	1 Inhalers		Request Repeat

Additional Requests

[Confirm Requests](#)

Tasks

View the list of tasks that need to be completed and their due dates. These include preventative and proactive health checks based on your age and sex, as well as jobs specific to your care. Items in red are now due.

Tasks

This list contains tasks that need to be completed on or near the scheduled dates. These may include preventative and proactive health checks based on your age and sex, as well as jobs specific to your care.

Task	Next Due On	Recall On	Recurrence
Alcohol status	26/03/2013		Every 12 months
B12 Injections	17/06/2013	17/06/2013	Every 12 weeks
15M Imm 2011	15/04/2014		
Body Mass Index	17/07/2014		Every 12 months
Smoking status	17/07/2016		Every 3 years
Blood Pressure	17/07/2016		Every 36 months
45M Dipr School 2014	11/01/2017		

Lab Results

View and track your laboratory results.

These test results have already been viewed by your doctor. Note that not all results marked out of the normal range require action. Your doctor will advise when follow up or specific action needs to be taken.

		Ggt	89	High	< 60
		Globulin	30	Normal	22 - 38
		Total Bilirubin	5	Normal	< 21
		Total Protein	66	Normal	66 - 84
	Renal Function Tests	Chloride	103	Normal	95 - 110
		Copy To	CC Doctors: PATEL, PATEL.	Normal	
		Creatinine	79	Normal	60 - 105
		Egfr	85	Normal	> 80
		Potassium	4.3	Normal	3.5 - 5.2
		Sodium	137	Normal	135 - 145
		Urate	0.45	High	0.20 - 0.42
		Urea	5.7	Normal	3.2 - 7.7
08/12/2009 02:05 p.m.	Calcium / Phosphate	Adjusted Calcium	2.21	Normal	2.10 - 2.55
		Albumin	37	Low	38 - 52
		Calcium	2.14	Normal	2.10 - 2.55
		Copy To	CC Doctors: PATEL, PATEL.	Normal	
		Phosphate	0.80	Normal	0.70 - 1.50
	Complete Blood Count	Basophils	0.01	Normal	< 0.21
		Blood Film	Blood film examined. Note	Normal	

Allergies

This list contains any allergies or adverse reactions you have had to medications that your practice is aware of. This information will be important to any other doctors you visit that may need to prescribe or administer medications (including afterhours, emergency departments, and specialists)

Allergies

Allergen	Reaction
Erythromycin	Vomits

Immunisations

This list contains your past vaccinations that we have on record. This may be particularly useful when travelling or when seen by other health providers.

Immunisations

This list contains vaccines that we have on record. This may be useful when travelling or when seen by other health providers.

Date	Vaccine	Indication	Status
06/06/2012	Yellow Fever		Given
17/01/2011	ADT	Primary course	Given

Measurements

This contains a list of selected health measurements that is recorded with your practice.

You will be able to track your blood pressure, pulse rate, weight, body mass index, waist circumference and peak expiratory flow.

Measurements

Date/Time	BP	Pulse	Weight	Height	BMI	Waist	PEFR
2013-06-25 17:40	123/50	100	60	180	18.5	20	30
2013-06-27 17:31	133/60	110	70	190	19.4	30	11
2013-06-27 17:33	143/70	120	80	200	20		10

On line Consultations

(Please note that this service is not available at all practices)

You can ask your doctor or nurse non urgent questions.

Use the dropdown menu to select to whom you want to send the message.

Enter your question inside the green text box. Click on “Ask Question”.

Send question to Ashwin Patel

Your Question

Ask your question here

click here

Ask Question

Donald Duck at 17/07/2013 2:08:00 p.m.
I'm having a reaction to current meds, what should I do?

Ashwin Patel at 19/06/2013 9:12:00 p.m.
the answer is 42

Donald Duck at 30/05/2013 9:36:00 a.m.
test question

Previous questions and responses are displayed below.

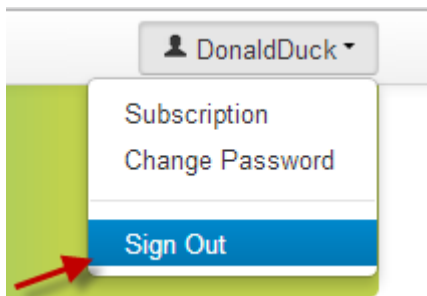
Your questions will be answered in the next few days. Some questions will require a visit to your doctor or nurse.

There will be a fee payable to your practice for each use of this service.

To sign out

To leave Health365 at any time, click the drop down menu at the top right corner.

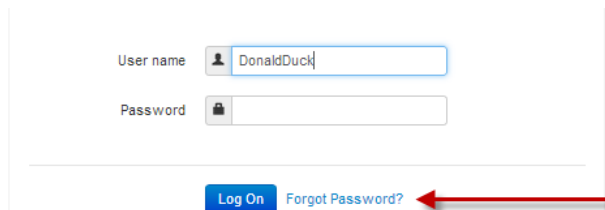
Select "Sign out"



To protect your privacy , the system automatically signs you out if no activity is detected for five (5) minutes. You will need to log back in again to continue.

Forgotten passwords

Click on "Forgot Password" from the sign in page.

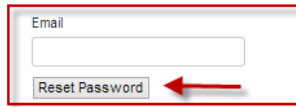


Enter your email address and your password will be sent to you.

Forgot Password

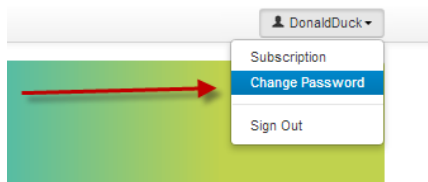
Enter your email address and your password will be reset and emailed to you.

Reset your password



Changing your password

Click the drop down menu at the top right:



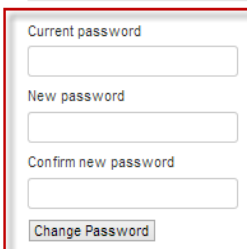
Change Password

Use the form below to change your password.

Password Requirements:

- To be a minimum of 7 characters in length.

Account Information



Type in your current password and then preferred password (minimum length is 7 characters) and a message will confirm that your password has been changed.

Further Help

Your practice will provide help with any questions you have about the content of your records and the use of this service.